



COMPLAINTS HANDLING PROCEDURE AT GEOTHERMAL DEVELOPMENT COMPANY

- Complaints shall be received by a designated complaints handling officer
- Complaints may be received through walk-ins to the reception of all GDC offices, drop-offs in feedback boxes, via designated e-mail: info@gdc.co.ke, through letters, through the telephone: **0719 037 000** and via social media platforms: [@GDCKENYA](https://www.instagram.com/gdckenya)
- All complaints shall be logged in the complaints/ enquiries log form
- Upon receipt, an acknowledgment shall be sent to the complainant within 48 hours (2days) from the date of receipt
- Complaints shall be shared with relevant department for feedback or resolution within 21 days from the date of sharing
- The concerned department shall communicate resolution of the complaint with the stakeholder and update CCM department.
- The head of CCM department appointee shall on a quarterly basis develop a report on the resolution of public complaints and submit it to the CAJ within the agreed timelines.